

## HUMAN SERVICES SPECIALIST

**FLSA Code: E**

**Job Code: 3210**

### **GENERAL DEFINITION AND CONDITIONS OF WORK:**

Performs difficult professional and responsible administrative work organizing, coordinating and implementing human services and client support programs for various populations; does related work as required. Work is performed under the general supervision of the Housing and Human Services Administrator.

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to. The worker may be exposed to blood borne pathogens and may be required to wear specialized personal protective equipment.

### **ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

**Administering human services programs; assessing client needs; providing direct client services in senior or community center; maintaining records and files; preparing reports; providing language translation services.**

Provides counseling and crisis intervention in a variety of community services and needs;  
Determines needs and assists in obtaining services for a wide variety of client populations including seniors, homeless, abuse victims and juveniles;  
Performs needs assessment, educational and service intake procedures;  
Develops individual treatment plans and programs; provides case management services;  
Researches, projects and develops resources for social service program; helps plan and coordinate the implementation and evaluation of program;  
Coordinates and consults with police, courts, schools and other agencies;  
Assesses the needs and approves purchases for clients according to established policies;  
Reviews policies, rules and procedures and makes recommendations for changes in the interest of improving services;  
Enforces local, state, federal and departmental rules, regulations and procedures;  
Maintains contacts with numerous local social service agencies, attends professional meetings, local and State committees, local regional and national conferences and assists in developing plans for improving and coordinating program;  
Serves as City ADAC Compliance Officer; provides ADA training; coordinates and investigates ADA issues;  
Oversees the operation of the family resource center;  
Provides landlord/tenant and fair housing counseling to clients;  
Performs related tasks as required.

### **REQUIREMENTS/EDUCATION/EXPERIENCE:**

Graduation from an accredited college or university with major course work in social work, psychology, counseling or related field and considerable experience in social work; thorough knowledge of principles and methods of social service administration, human behavior essential to working effectively with individuals and groups, Federal, State and local welfare policies and programs and the laws on which they are based; demonstrated ability to plan, organize and direct human service programs for various client populations, analyze complex data and develop comprehensive courses of action, express ideas effectively, both orally and in writing and establish and maintain effective working relationships with officials, clients, community agencies, associates and the general public. An equivalent combination of training and experience may be considered.

This is a class description and not an individualized job specification. The class description defines the general character and scope of duties, responsibilities, and requirements of all positions in one job classification, but is not all-inclusive. Duties, responsibilities and requirements may be added, deleted or changed at any time at the discretion of management.